



## Communication Release

09/13/2024

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### Reminder about Utilizing the Appointment Disposition Log

As a reminder, SAPC treatment providers should complete the “Appointment Disposition Log” for all appointments resulting from initial patient encounters. This is a new workflow to better track referrals and appointments between SASH/CENS/CORE and treatment providers. Providers may access the [Appointment Disposition Job Aid \(dated 6/27/24\)](#) posted on the SAPC website which describes the overall functionality of the Sage-PCNX Appointment Disposition Log and Referral ID Report. In addition to aiding in tracking referrals, the Appointment Disposition Log workflow will provide required information to comply with State timely access service requirements.

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### Upcoming Configuration Changes

SAPC will be making changes to the Sage configuration to address the items below. SAPC will provide the date when providers will be able to begin billing these services once available. Additionally, updates to the Rates and Standards Matrix to reflect these changes is also forthcoming and will be announced when available.

- H2010M and H2010N will be added to Recovery Services and CENS levels of care and be billable by all performing provider types. The services will remain as \$0 services, but the units can also be billed under H2017 and must be rolled up as one service.
- H2017-CN will be added to the CENS PAAuth and will include both the non-group and group versions of the code (i.e. with and without the HQ modifier)
- H2010S for residential levels of care will have a flat rate added across all performing provider types with the exception of Peer Support Specialists who are currently unable to deliver this service. One unit should be billed for each instance the service is delivered to the patient and be rolled up into one service for billing when more than one of the services is delivered to the patient per day.

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### REMINDER: Finance Billing Office Hours

SAPC’s Finance Division will host ongoing Thursday weekly virtual drop in Billing Office Hours for providers to ask questions about billing submissions and/or denials, clarifications on the rates and standards matrix, and general questions and rules regarding billing. No Protected Health Information (PHI) will be shared during Office Hours. Meeting information can be found below as well as on the [SAPC Training Calendar](#).

**When:** Every Thursday, July 25th, 2024, through October 24th, 2024.

**Time:** 1:00 – 2:00 PM

**Meeting Link:** [Billing Office Hours](#)

ID: 272 057 978 167

Passcode: RSqBKx +1 323-776-6996,586591664#

Phone conference ID: 586 591 664#

*Billing Office hours documents:* FAQs, slides, and recordings – have been posted to the [SAPC Sage website](#) under the Sage Trainings – [Finance subpage](#). A new section was created, *Billing Office Hours*, which contains the documents for each session. The FAQ will be updated on a weekly basis after each session and the slides and recording should be updated within two (2) business days after the meeting.

Please send questions or troubleshooting requests in advance of the meeting, if possible, by emailing [SAPC-Finance@ph.lacounty.gov](mailto:SAPC-Finance@ph.lacounty.gov), and noting that the question/request is for the Billing Office Hours.

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### *Topics From Prior Sage Provider Communications*

**New Required Service Authorization Request Fields in LIVE 8/30/24:** The Service Authorization Request was previously updated to include three (3) new fields: Clinical Contact, Phone Number, and Additional Contact Information in the Doc Request Date section. Effective 8/30/24 Clinical Contact and Phone Number is now required in LIVE. As the clinical contact information will now be gathered within the Service Authorization Request, providers will no longer need to complete the Clinical Contact form as part of authorization request process.

**Updated Service Connections Log in LIVE 8/30/24:** SAPC has updated the Service Connections Log to better understand pregnant individuals' need for prenatal services. Updates include four (4) new fields: "Are you receiving prenatal services?", "Would you like to receive prenatal services?", "Prenatal Service Type?", and "Specify other type. These changes were made available in LIVE effective 8/30/24. Providers are not required to complete these questions if they select "No," or "N/A" in response to "Currently Pregnant" and will be able to bypass these new required questions.

**FY 22-23 and 23-24 Final Billing Deadlines:** The final date for treatment billing for FY 22-23 services is set as Tuesday, December 31, 2024.

Fiscal Year 2023-2024: A phased approach will be taken for services delivered in FY 23-24.

- Services delivered July-December 2023 must be submitted by Tuesday, December 31, 2024
- Services delivered January-June 2024 must be submitted by Monday, March 31, 2025

Providers must submit any remaining billing and corrected local/State denials by the noted deadlines. SAPC highly encourages providers to submit services prior to the deadline as no extensions will be allowed, including for technical issues.

**7/1/2024 Split Authorizations Start Date:** Utilization Management recognizes that some OTP split-authorizations with start date 7/1/2024 were not automatically created at the time of initial review due to contracts not being configured. The decision was made to exempt these authorizations from the 30-day submission until 10/31/2024. If there are any questions, please call the UM helpline at 626/299-3531 or email at [SAPC.QI.UM@PH.LACOUNTY.GOV](mailto:SAPC.QI.UM@PH.LACOUNTY.GOV).

**Required Transition to Microsoft Authenticator app for Multi-Factor Authenticator:** To prevent providers from losing access to Sage-PCNX, KPI, VPN or other secure County websites that require the user to log in and authenticate users. All users, including county staff and contracted program providers, will be required to authenticate using the Microsoft Authenticator app on a smart phone. The only acceptable authentication option will be to use the Microsoft Authenticator app as of August 31, 2024.

[Here are instructions on how to update your MFA method on your mobile device.](#) Please note while these instructions were drafted for County staff, it applies broadly to providers accessing SAPC applications using their C-number with Single-Sign-On. Voice calls and SMS text will no longer be permitted MFA methods after August 31, 2024, and agencies and staff will need to perform a free download and use the Microsoft Authenticator app.

- Requirements for Providers:
  - Any staff that accesses Sage-PCNX or SAPC applications using their C-numbers must have the free Microsoft Authenticator app downloaded on a mobile device and configured per the instructions above.
  - If staff are not willing or unable to utilize their personal mobile device, agencies must provide a mobile device with the configured Microsoft Authenticator app for the staff to utilize.
- Effective September 1, 2024, providers can no longer access Sage-PCNX or SAPC applications without authenticating through the Microsoft Authenticator app.

If you need further assistance or guidance with these instructions, please call the DPH Service Desk at 213-462-1411.